

Region VII Behavioral Health Board meeting

March 14, 2014

150 Shoup Ave, 2nd floor

10:30 to 1:30

The call-in number is 528-5901, code 3001

Children's Mental Health Committee

Welcome to full Board & Introductions – Becky Hymas, Chair

Approval of minutes from 02.14.2014 meeting

ICADD Scholarships – Becky Hymas

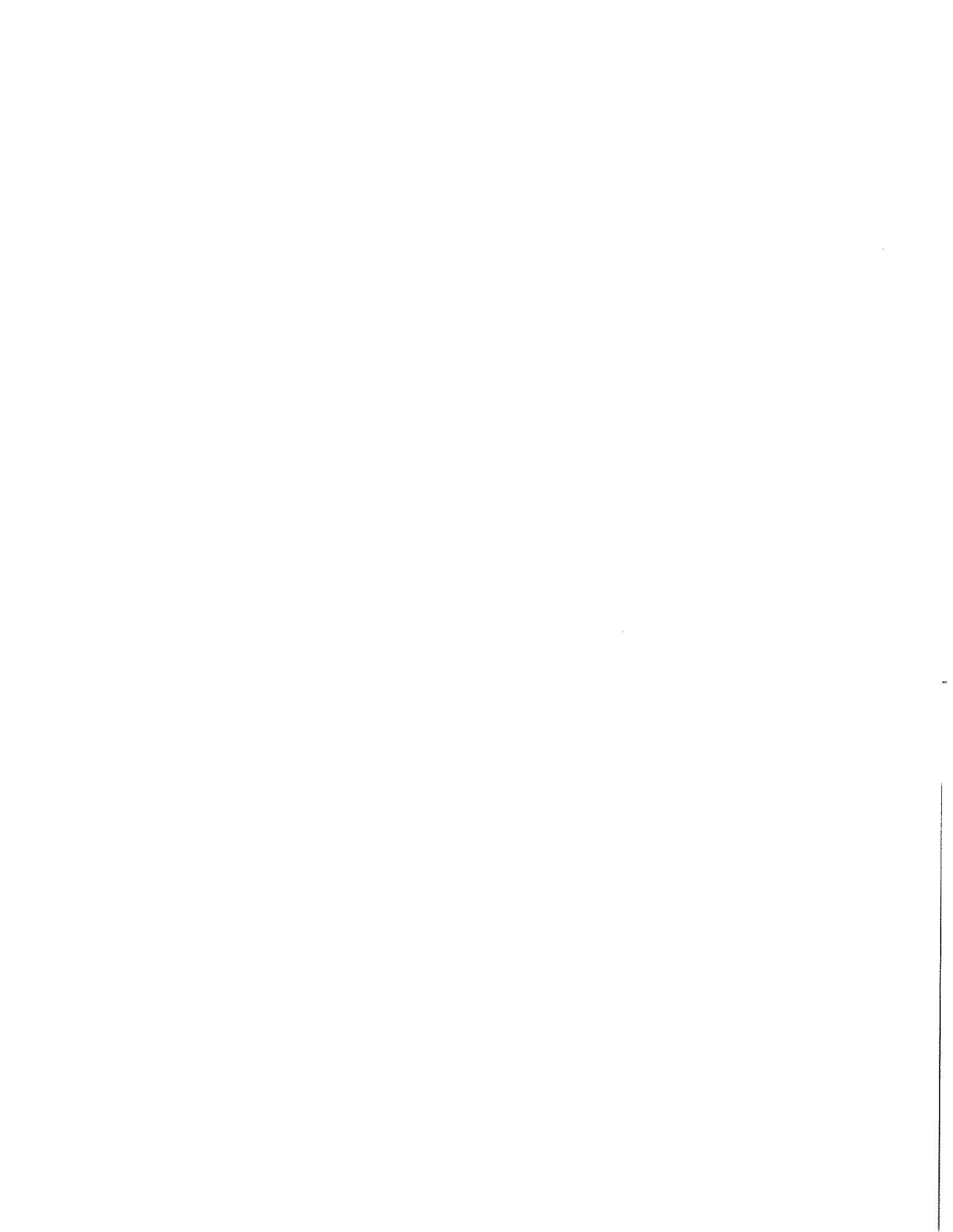
Children's Mental Health Committee Update

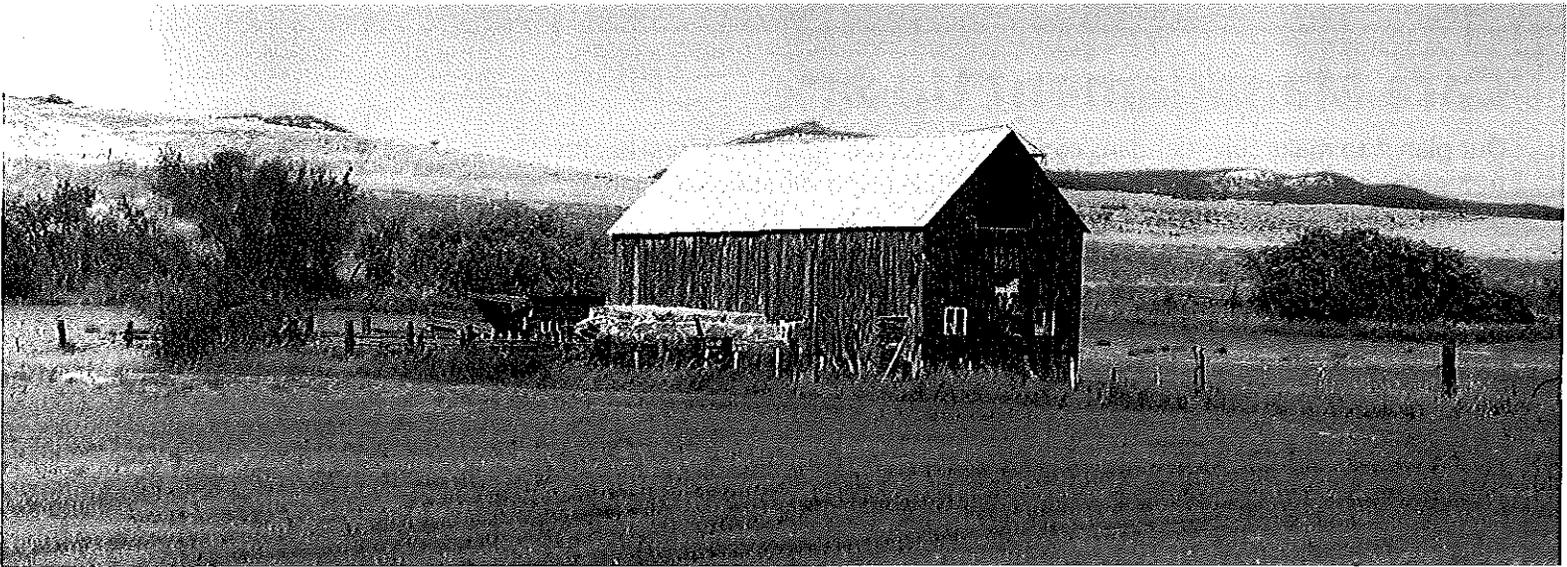
Optum Idaho update – Isaiah Sarault

Idaho Dept. of Corrections – Jim Meldrum

Discussion of a path forward – Becky Hymas

Next Meeting Date: April 11, 2014





Idaho Behavioral Health Plan Regional Boards Update | March

At Optum Idaho, our goal is to help people enrolled in the Idaho Behavioral Health Plan access the outpatient mental health and substance use care services that are available to them through Medicaid. We are dedicated to working in partnership with providers and community stakeholders to implement an accountable, outcome-driven, recovery-centered system.

Initiatives

We are currently working on several initiatives to help achieve the joint vision of the state and Optum Idaho to help people access the outpatient mental health and substance use services they need to reach recovery and resiliency. These recovery-oriented initiatives include:

- Introducing the benefit of peer support services for the first time under Idaho Medicaid.
- Provider forums to introduce Optum Idaho's clinical management model of recovery.
- Improving the care management line response time.



OPTUM™

Idaho Behavioral Health Plan

Care Management Update

Our plan is to make sure Idahoans continue to get the right behavioral health treatment, at the right level, time and place, while using the state's available resources in the most efficient way possible.

To do this, we are working to strengthen the way the contracted benefits are managed to ensure care and services meet medical necessity guidelines established in cooperation with the state, and consistent with national clinical best practice guidelines, our contract with the state and applicable law.

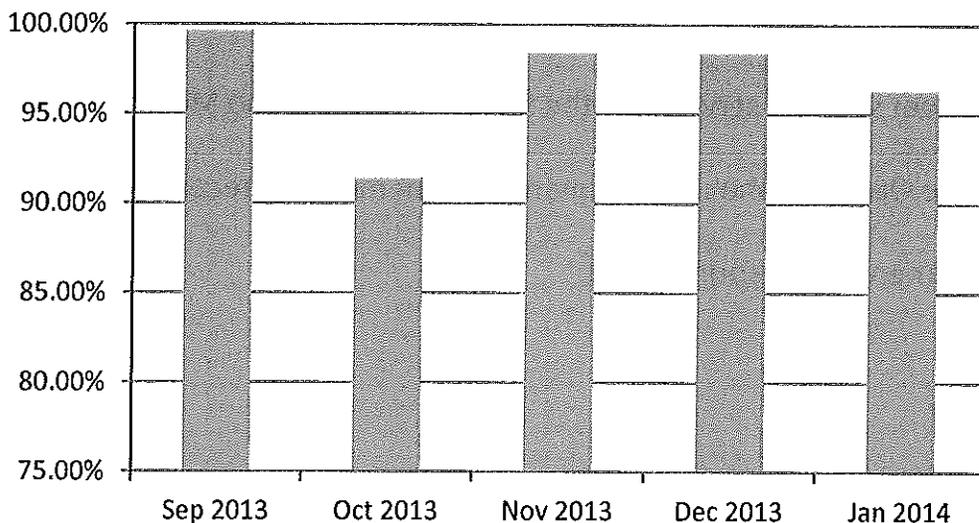
For some, this will mean supporting access to more comprehensive community-based services. For others, it will mean a careful assessment to ensure that a given level of care is only utilized for the appropriate length of time and assistance is provided in moving to the next appropriate level of care. Some services will be increased, and others, such as community based rehabilitation services (CBRS), managed more appropriately in accordance with current evidence-based guidelines.

We are actively working to ensure that providers are able to more easily access our care management team for authorization of services. The average wait time for providers on the care management line is currently **under thirteen seconds**.

Claims Payment Summary

Idaho's providers are the core of the behavioral health system, and we are committed to supporting their success by ensuring timely and accurate claims payments. We continue to meet our contractual obligations for timely payment and processing of claims. We have worked with providers to increase the percentage of claims filed with the necessary information, which allows us to pay promptly with a lower denial rate. If a provider has a concern regarding a claims payment, we are available to conduct one-on-one claims investigations, provide detailed billing reports and training sessions to help providers. Providers can call our provider customer service line at (855) 202-0983.

Claims Paid in 1-10 Days (Monthly)



*Our contractual obligation is to pay 90% of appropriately billed claims within 30 days.

100%

Percentage of appropriately billed claims paid within 30 days in January 2014.

17 seconds

Average hold time for members calling into Optum's Member Line in January 2014.

246k

The approximate number of Idahoans being served by Optum Idaho

4,522

The number of provider calls into Optum Idaho in January 2014. This includes both the care management line and provider customer service.

Peers Offer Members Unique Support

As part of our commitment to recovery and resiliency, Optum Idaho is now including peer support services in the benefits plan for Medicaid members.

A peer support specialist is key part of a larger treatment plan for a member, overseen by a licensed clinician. A peer support specialist is someone who has lived experience and is currently in recovery. Peer support specialists go through a certification process.

This is the first time that peer support services are being offered as a Medicaid benefit. Their unique experience will help benefit members by:

- Supporting and educating members to be proactive in their care.
- Assisting members to develop a recovery plan and helping them in sustaining their recovery goals.
- Working with the existing peer support network to ensure member has access to peer support in their community.

Member Services And Crisis Line

For the first time under Medicaid, Idahoans have access to a unique, statewide member services and crisis line. Our line is answered by a clinician who is able to offer support immediately. This allows us to:

- Help members to stay in the community with their provider.
- Work with providers to intervene with a member wherever possible to prevent hospitalization.
- Collaborate with Optum Idaho Care Managers to coordinate and follow up when a crisis call has been received.

(855) 202-0973

Optum's Crisis and Access Line Toll-Free Number

Benefits of Peer Support

Studies show that peer support:

- Can increase a member's understanding of their mental health or substance use issue.
- Can decrease a member's use of emergency services.
- Can improve a member's ability to understand the role they play in their own recovery
- A member with peer support is more likely to adhere to their medication routine.

Sources:
Grantham, D. (2013). Peer support, engagement boost addiction treatment readiness. *Behavioral Healthcare*, 33(1), Jan-Feb 2013
Humphreys, K. (1997). Individual and social benefits of mutual-aid self-help groups. *Social Policy*, 27, 13-19.

Complaints Resolution

Optum's contract contains performance standards for every area of our business.

Among the most important is how we handle complaints. Our contractual obligation is to acknowledge complaints within five days and provide resolutions within 10 days.

Since the beginning of our contract, we have processed and resolved **90%** of complaints within 10 days.

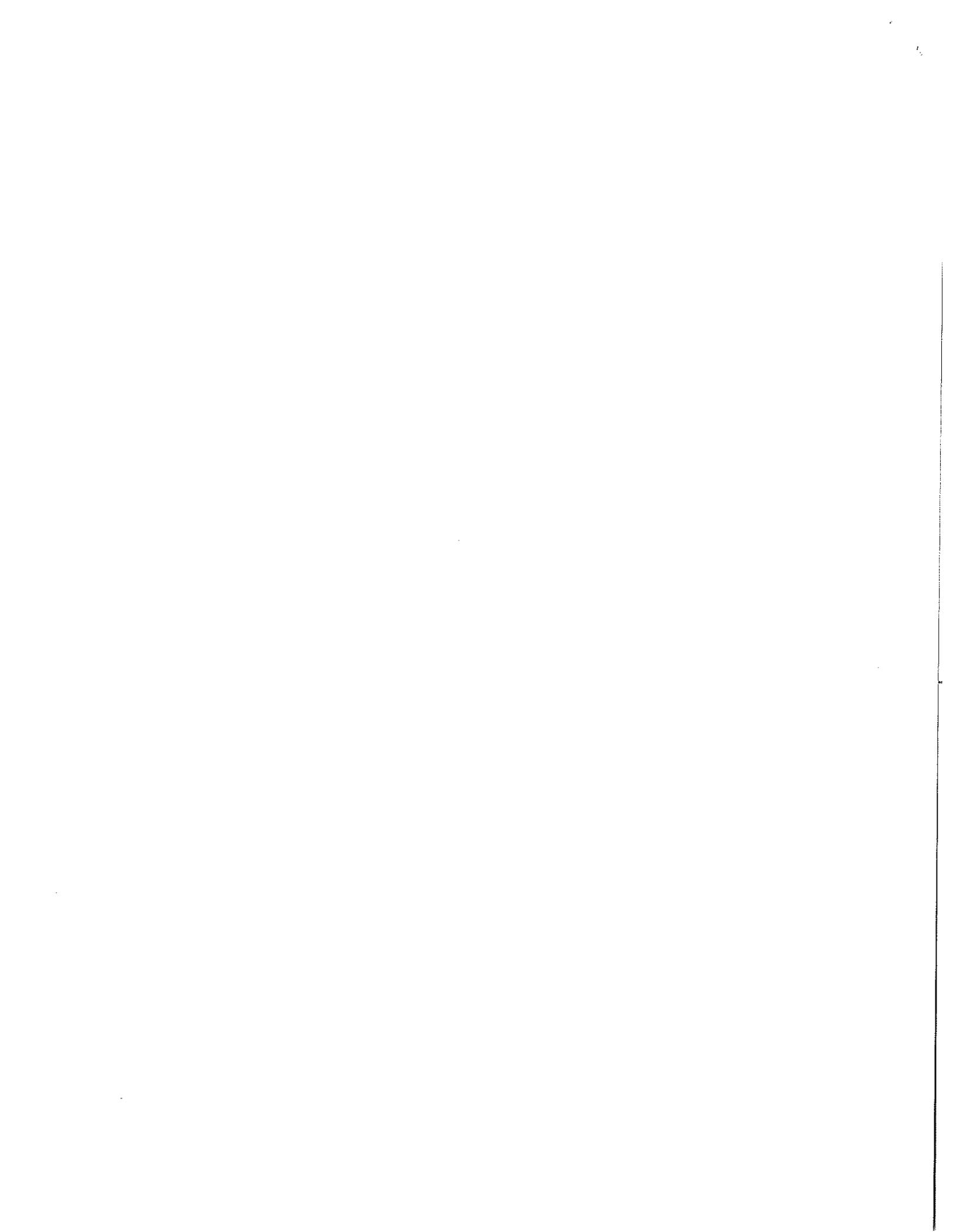
Local Leadership

We continue to partner with the state of Idaho, providers, members and communities to help make the system work better for everyone.

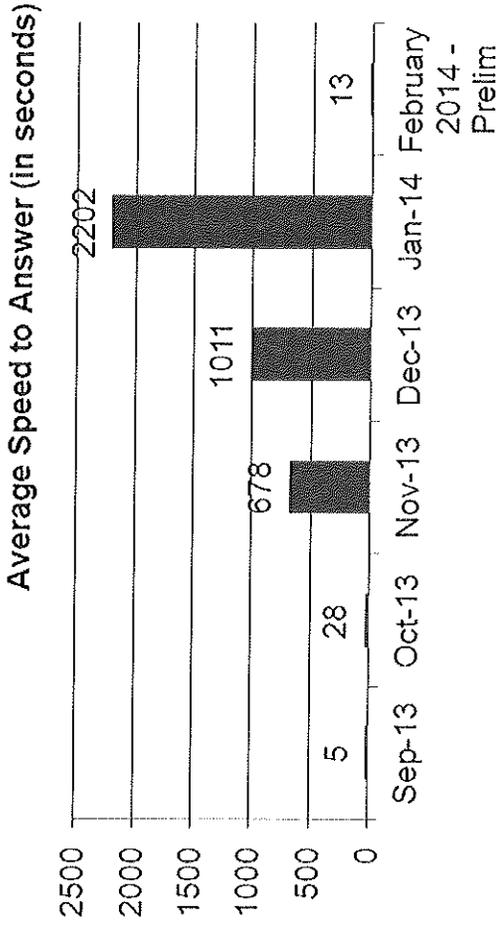
Our local leadership team:

- Rebecca (Becky) diVittorio, Executive Director
- Jeffrey Berlant, MD, PhD, Medical Director
- Dennis J. Woody, PhD, Clinical Director

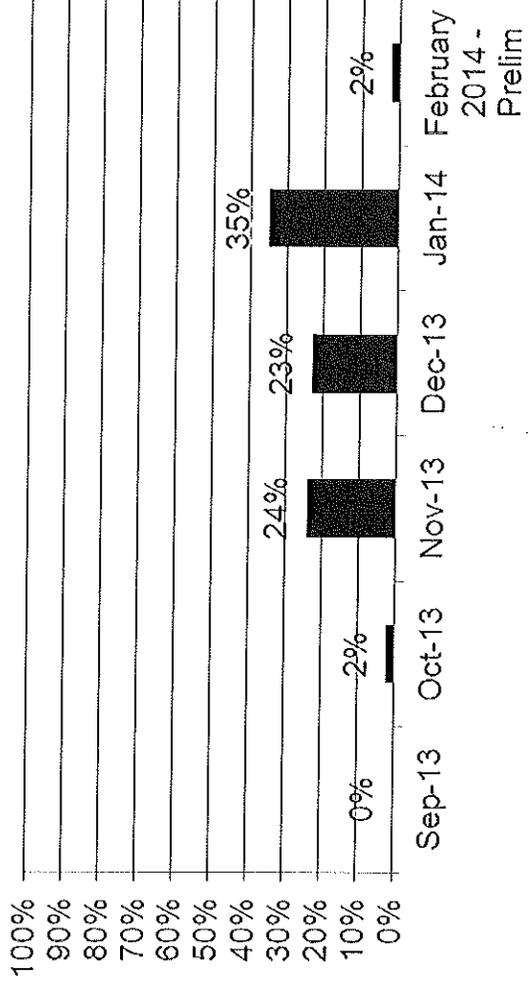
For more information, call us at 1-855-202-0983 or visit www.optumidaho.com.



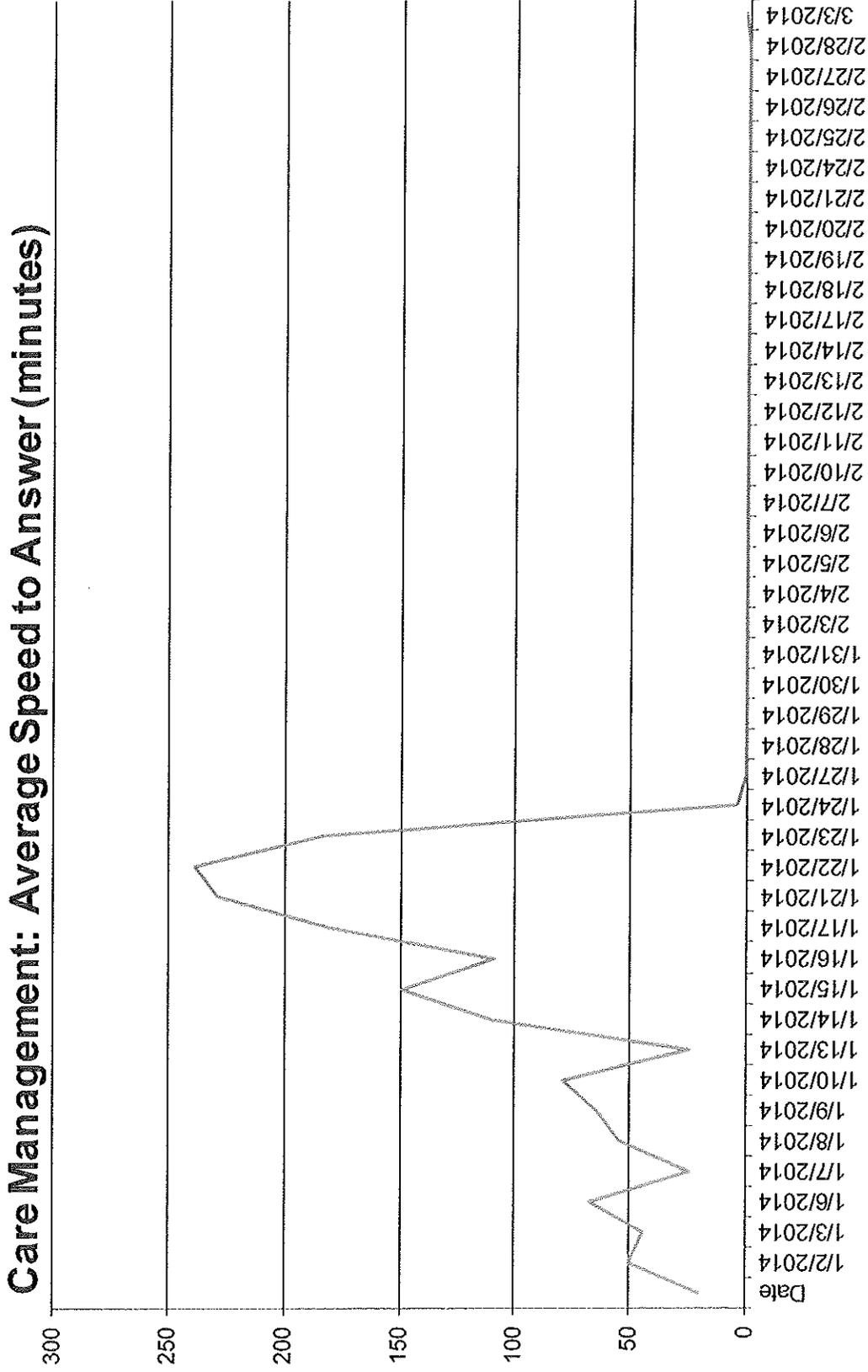
Provider Services Performance: All Provider Calls



Abandonment Rate

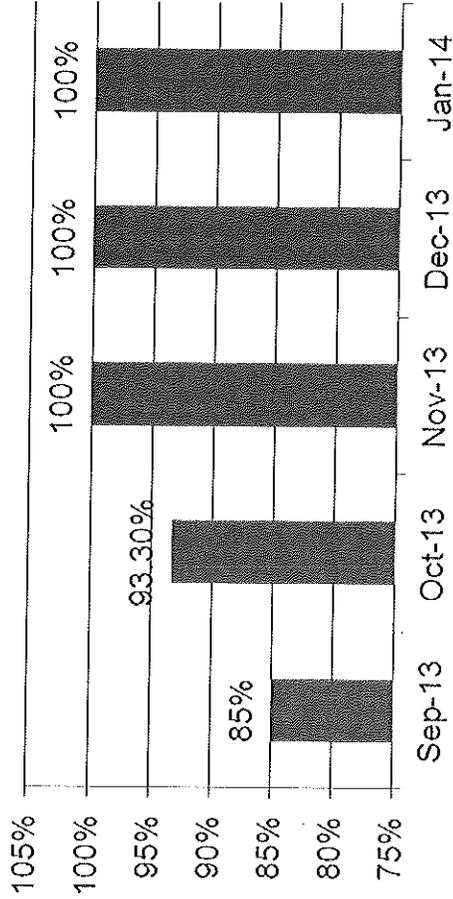


Care Management: Sustained Improvement



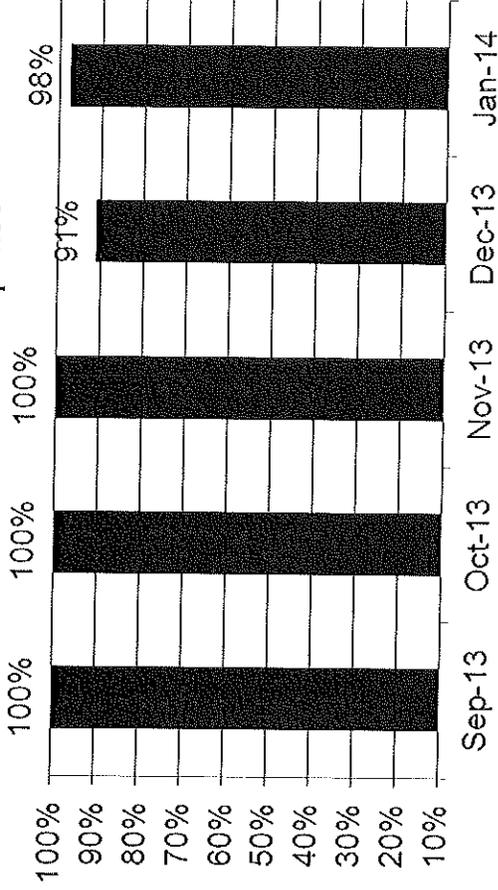
Complaints and Grievances: Performance Guarantees

Written Inquiry Acknowledgment



Performance Guarantee:
100% within two business days

Timeliness of Response

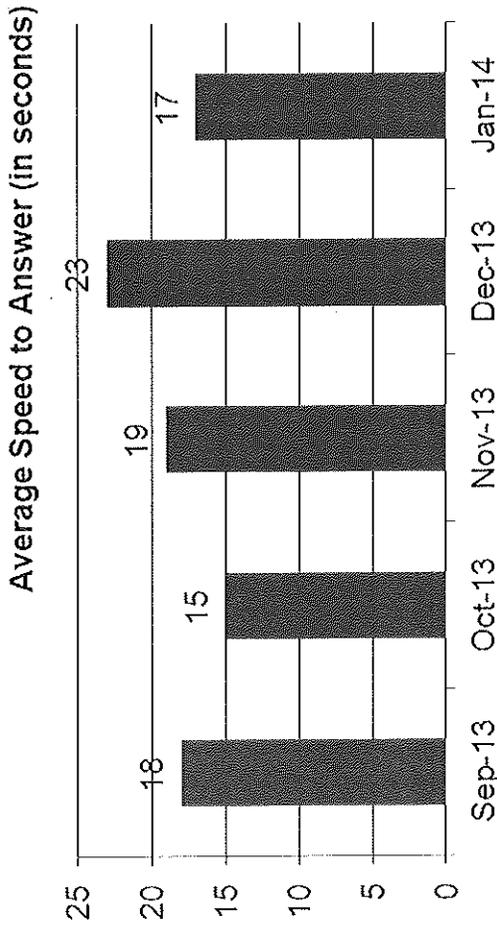


Performance Guarantee:
100% within ten days

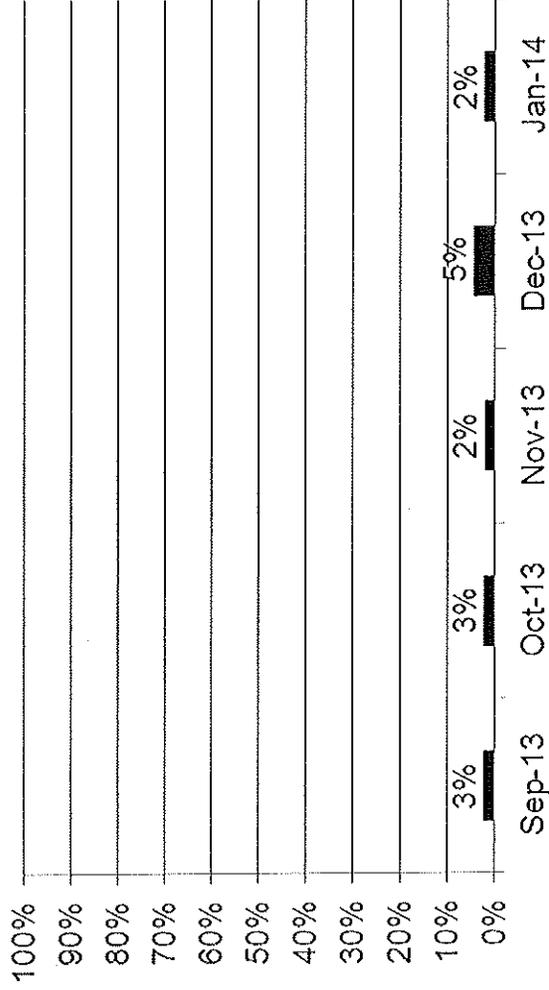


Member Services Performance

Optum Idaho is proud to offer the first member services crisis and access line for Medicaid.



Abandonment Rate



IDOC FY14 Substance Use Disorder Utilization Report
Pre WITS Paid Expenditures 6/7/13 - 9/30/13

Treatment	D1	D2	D3	D4	D5	D6	D7	Grand Total
Assessment ONLY	\$11,780.48	\$4,953.56	\$15,961.32	\$31,522.27	\$930.04	\$9,474.00	\$9,126.78	\$83,748.45
Institution Assessment	\$7,773.51	\$2,430.49	\$23,932.88	\$7,700.71	\$0.00	\$8,357.92	\$5,158.60	\$55,354.11
Institution Assessment - Travel	\$130.27	\$561.33	\$2,223.50	\$27.68	\$0.00	\$162.92	\$138.62	\$3,244.32
IDOC - Pre-Treatment Services	\$7,062.63	\$4,987.66	\$22,562.65	\$33,062.30	\$6,329.22	\$12,540.46	\$9,007.04	\$95,551.96
IDOC - Stage 1; Level I - Outpatient	\$20,896.69	\$16,433.23	\$40,211.04	\$103,295.63	\$13,275.05	\$23,099.76	\$20,849.66	\$238,061.06
IDOC - Stage 1; Level II - Intensive Outpatient	\$2,934.26	\$15,419.22	\$20,842.16	\$34,808.70	\$5,701.67	\$23,618.46	\$11,165.89	\$114,490.36
IDOC - Stage 2; Level I - Outpatient	\$20,057.55	\$17,883.81	\$46,384.14	\$65,061.10	\$28,648.84	\$30,031.28	\$16,405.28	\$224,472.00
IDOC - Stage 2; Level II - Intensive Outpatient	\$1,424.30	\$23,477.97	\$9,835.88	\$25,919.33	\$1,700.18	\$12,166.20	\$7,910.10	\$82,433.96
Education (Medicaid Clients)	\$0.00	\$0.00	\$99.30	\$0.00	\$0.00	\$0.00	\$0.00	\$99.30
Level III.2 - Adult Detoxification	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Total	\$72,059.69	\$86,147.27	\$182,052.87	\$301,397.72	\$56,585.00	\$119,451.00	\$79,761.97	\$897,455.52

Support Services

Child Care	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Drug Testing	\$7,924.50	\$9,220.50	\$16,051.50	\$35,032.50	\$7,553.40	\$3,294.00	\$526.50	\$79,602.90
IDOC - Case Management (Basic & Intensive)	\$1,262.55	\$2,030.81	\$5,775.09	\$27,742.07	\$3,284.40	\$12,278.78	\$5,231.83	\$57,605.53
IDOC - Life Skills (Individual & Group)	\$0.00	\$112.88	\$93.56	\$1,226.24	\$0.00	\$393.60	\$104.96	\$1,931.24
Oral Interpreter / Sign Language (includes travel)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$200.00	\$0.00	\$200.00
Staffed Safe and Sober Adult Housing	\$18,469.00	\$12,653.00	\$11,535.00	\$60,703.00	\$7,348.00	\$2,985.00	\$1,552.50	\$115,245.50
Transportation	\$94.98	\$2,513.04	\$1,855.28	\$20,528.10	\$1,648.86	\$5,953.92	\$3,873.90	\$36,468.08
Total	\$27,751.03	\$26,530.23	\$35,310.43	\$145,231.91	\$19,834.66	\$25,105.30	\$11,289.69	\$291,053.25

Administrative Cost

Direct Client Services - Screening & Chart Review								\$144,252.67
Total								\$144,252.67
Grand Total	\$99,810.72	\$112,677.50	\$217,363.30	\$446,629.63	\$76,419.66	\$144,556.30	\$91,051.66	\$1,332,761.44
Average Cost per Unit of Care	\$50.23	\$48.88	\$42.32	\$29.90	\$40.26	\$44.81	\$42.06	\$42.10
Average of Length of Stay	242	292	246	213	268	266	253	254

Unique Client Count 6/7/13 - 9/30/13	
19-2524	795
19-2524 Medicaid	72
Risk of Revocation	369
Risk of Revocation Medicaid	35
Rider Re-Entry	271
Rider Re-Entry Medicaid	6
Total:	1,548

Report is based on BPA's Claims Report for period of 6/7/13 to 1/30/14.
Expenditures reported are based on provider region and may not reflect district expenditures

Idaho Department of Correction Substance Use Disorder Services
 Post WITS Expenditures Incurred 10/1/13 - 03/04/14

Treatment Services	D1	D2	D3	D4	D5	D6	D7	Out of State	Grand Total
Alcohol or Drug Assessment	\$ 63,984	\$ 13,342	\$ 39,666	\$ 77,711	\$ 7,390	\$ 16,207	\$ 13,721	\$ 13,690	\$ 245,711
Education (Medicaid Supplemental)	\$ -	\$ -	\$ 66	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 66
Intensive Outpatient (Education)	\$ -	\$ -	\$ 33	\$ 50	\$ -	\$ -	\$ 108	\$ -	\$ 190
Intensive Outpatient (Individual)	\$ 2,319	\$ 6,845	\$ 3,026	\$ 14,164	\$ 3,104	\$ 7,394	\$ 10,958	\$ 223	\$ 48,034
Outpatient (Education)	\$ 50	\$ -	\$ 33	\$ 87	\$ -	\$ -	\$ -	\$ -	\$ 170
Outpatient (Individual)	\$ 22,685	\$ 15,190	\$ 19,455	\$ 39,125	\$ 4,865	\$ 16,861	\$ 15,266	\$ 1,054	\$ 134,501
OP and IOP (Group)	\$ 43,323	\$ 77,601	\$ 132,132	\$ 394,477	\$ 47,547	\$ 65,049	\$ 67,110	\$ 3,950	\$ 831,187
Pre-Treatment Services (Education)	\$ 1,673	\$ -	\$ 1,856	\$ 1,449	\$ 745	\$ 348	\$ 1,472	\$ 224	\$ 7,766
Pre-Treatment Services (Individual)	\$ 11,944	\$ 5,317	\$ 17,372	\$ 23,383	\$ 4,117	\$ 7,920	\$ 11,925	\$ 1,213	\$ 83,192
Travel for Professionals	\$ 235	\$ -	\$ 520	\$ 2,912	\$ 1,353	\$ 711	\$ 10	\$ 41	\$ 5,781
Total	\$ 146,212	\$ 118,295	\$ 214,161	\$ 553,357	\$ 69,122	\$ 114,489	\$ 120,570	\$ 20,393	\$ 1,356,599
Recovery Support Services									
Adult Safe & Sober Housing	\$ 30,340	\$ 17,180	\$ 15,868	\$ 115,613	\$ 22,177	\$ 7,094	\$ 3,620	\$ -	\$ 211,891
Case Management (Basic and Intensive)	\$ 1,711	\$ 632	\$ 2,840	\$ 30,565	\$ 1,920	\$ 10,094	\$ 5,600	\$ 50	\$ 53,412
Drug/Alcohol Testing	\$ 8,843	\$ 7,385	\$ 18,603	\$ 42,782	\$ 2,835	\$ 1,607	\$ 2,012	\$ 567	\$ 84,632
Life Skills (Group)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 16	\$ -	\$ 16
Life Skills (Individual)	\$ 20	\$ -	\$ -	\$ -	\$ -	\$ 840	\$ -	\$ -	\$ 859
Staffing (Planned Facilitation)	\$ -	\$ -	\$ -	\$ 25	\$ -	\$ 178	\$ 50	\$ -	\$ 253
Transportation of Client	\$ 216	\$ 330	\$ 976	\$ 18,508	\$ 124	\$ 3,208	\$ 2,212	\$ -	\$ 25,575
Transportation pick up	\$ 130	\$ 151	\$ 739	\$ 13,125	\$ 59	\$ 1,567	\$ 71	\$ -	\$ 15,842
Total	\$ 41,260	\$ 25,678	\$ 39,025	\$ 220,618	\$ 27,115	\$ 24,587	\$ 13,580	\$ 617	\$ 392,480
Grand Total	\$ 187,472	\$ 143,973	\$ 253,186	\$ 773,975	\$ 96,237	\$ 139,076	\$ 134,150	\$ 21,010	\$ 1,749,078
Percent of Total Expenditures	11%	8%	14%	44%	6%	8%	8%	1%	100%
Number of Offenders Served	329	101	382	639	100	146	141	62	1,900
FY14 Budget Appropriation:	\$ 4,716,700								
Total Expenditures Processed**:	\$ 3,136,457								
% of Budget Expended:	66%								
Target Expenditure %:	69%								

Data as of 03/10/14

*Number of Offenders Served: Number of unique offenders with a billable event in this report period.
 **Expenditures processed includes BPA administrative fees, direct payments to providers, and miscellaneous treatment expenditures external to WITS.

DHW Expenditures as of 2/28/2014						Claims Report* 2/28/2014	% of Year Complete #REF!
Insurer	Client Count (YTD)	Sum of Paid Plus Incentive	% of Non-Medicaid	Non-Medicaid Total	Medicaid Total	Budget	% of Budget
DHW - IDHW - ATR-III - Administrative	97	\$ 4,102	100%	\$ 4,101.94	\$ -		
DHW - IDHW - ATR-III Adolescent Benefit	502	\$ 442,600	100%	\$ 442,600.07	\$ -		
DHW - IDHW - ATR-III Adolescent Benefit - Medicaid	28	\$ 6,022	30%	\$ 1,806.57	\$ 4,215		
DHW - IDHW - ATR-III Military Benefit	226	\$ 204,036	100%	\$ 204,035.78	\$ -		
DHW - IDHW - ATR-III Military Benefit - Medicaid	27	\$ 27,229	30%	\$ 8,168.84	\$ 19,061		
DHW - IDHW - ATR-III Misdemeanor	1,288	\$ 1,012,551	100%	\$ 1,012,551	\$ -		
DHW - IDHW - ATR-III Misdemeanor - Medicaid	106	\$ 63,030	30%	\$ 18,908.99	\$ 44,121		
ATR Total	2,274	\$ 1,759,570		\$ 1,692,173	\$ 67,397	\$ 2,724,921	62.1%
Adult	50	\$ 61,012	100%	\$ 61,012	\$ -		
Adult-Medicaid	1	\$ 2,781	30%	\$ 834	\$ 1,947		
Adult Total	51	\$ 63,793		\$ 61,846	\$ 1,947	\$ 100,000	61.8%
Adolescent			100%	\$ -	\$ -		
Adolescent-Medicaid	1	\$ 14,579	30%	\$ 4,374	\$ 10,205		
Adolescent Total	1	\$ 14,579		\$ 4,374	\$ 10,205	\$ 100,000	4.4%
CP-SUD	473	\$ 560,116	100%	\$ 560,116			
CP-SUD - Medicaid	80	\$ 43,830	30%	\$ 13,149	\$ 30,681		
CP-SUD Total	553	\$ 603,946		\$ 573,265	\$ 30,681	\$ 750,000	76.4%
DV Court	270	\$ 323,359	100%	\$ 323,359	\$ -		
DV Court - Medicaid	22	\$ 20,925	30%	\$ 6,278	\$ 14,648		
DV Court Misdemeanor Total	292	\$ 344,284		\$ 329,636	\$ 14,648	\$ 429,000	76.8%
IVDU	716	\$ 817,693	100%	\$ 817,693			
IVDU - Medicaid	53	\$ 76,884	30%	\$ 23,065	\$ 53,819		
IVDU Total	769	\$ 894,577		\$ 840,759	\$ 53,819	\$ 1,000,000	84.1%
PWWC	261	\$ 429,873	100%	\$ 429,873			
PWWC - Medicaid	155	\$ 216,396	30%	\$ 64,919	\$ 151,477		
PWWC Total	416	\$ 646,270		\$ 494,792	\$ 151,477	\$ 450,000	110.0%
State Hospital	157	\$ 214,348	100%	\$ 214,348			
State Hospital - Medicaid	25	\$ 18,510	30%	\$ 5,553	\$ 12,957		
State Hospital Total	182	\$ 232,858		\$ 219,901	\$ 12,957	\$ 325,000	67.7%
Mental Health Court	78	\$ 89,668	100%	\$ 89,668			
Mental Health Court - Medicaid	29	\$ 44,719	30%	\$ 13,416	\$ 31,304		
Mental Health Court Total	107	\$ 134,387		\$ 103,084	\$ 31,304	\$ 300,000	34.4%
Misdemeanor PSC	60	\$ 75,651	100%	\$ 75,651			
Misdemeanor PSC - Medicaid	0	\$ -	30%	\$ -	\$ -		
Misdemeanor PSC Total	60	\$ 75,651		\$ 75,651	\$ -	\$ 275,000	27.5%
Medicaid Only	921	\$ 480,467	30%	\$ 144,140	\$ 336,327		
Medicaid Only Total	921	\$ 480,467		\$ 144,140	\$ 336,327	\$ 916,667	15.7%
Unknown / Ineligible / Reserve	1,349	\$ 17,128	100%	\$ 17,128		\$ 546,455	
Direct Client Treatment Delivery Services	0	\$ 253,895		\$ 253,895	\$ -	\$ 546,455	46.5%
Non-Medicaid Total				\$ 4,810,644		\$ 7,917,043	60.8%
Medicaid Total					\$ 710,760		
Grand Total	6,975	\$ 5,521,405		\$ 5,521,405	\$ 710,760	\$ 7,917,043	69.7%

